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Professional Experience

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| Mar 2007 - | Director, Core Activities, Ushtara Engineering Pvt. Ltd. |
| Company Description: | Ushtara Engineering Pvt. Ltd., is an engineering company engaged in the manufacture of components and sub assemblies for the automotive, earthmoving and medical industries |
| Job Role: | <ul style="list-style-type: none">• Overall responsibility for quality, quantity and timeliness of all products and services supplied by the company• Overall responsibility for business development, sales, customer service and complaint handling.• Overall responsibility for recruiting, training and management of sales/production personnel |
| Major Challenges: | <ul style="list-style-type: none">• Meeting extremely competitive cost, quality and schedule targets• Marketing in a well established market |
| Additional Responsibilities: | <ul style="list-style-type: none">• Coaching and counseling of team• Training of new team members |
| Results: | <ul style="list-style-type: none">• Annual Sales rose from 0 (startup) to Rs.4 Crores in a 8 year Period• Identified, converted and retained business from 11 major customers during this period• Overall 62.8% of customers approached gave at least 10 Lakhs of business over this period• Developed a 2nd line of management from scratch• Developed field/phone sales force from scratch |
| Feb 2005 – Oct 2006 | Unit Manager, Ocwen Financial Solutions Pvt. Ltd. |
| Company Description: | Ocwen Financial Solutions Pvt. Ltd., is a financial services provider |
| Job Role: | Managing a team 15-20 Financial Recovery Specialists |
| Major Challenges: | <ul style="list-style-type: none">• Meeting extremely demanding Quality, AHT and collection targets while conforming to industry and US federal regulations• Leading a team of associates largely unacquainted with US standards and banking industry |
| Additional Responsibilities: | <ul style="list-style-type: none">• Coaching and counseling of team• Training of new team members• Coordination with support functions such as Training, Admin and HR |
| Results: | <ul style="list-style-type: none">• Consistently met and exceeded own as well as team's KRAs• Implemented Processes and software to manage and improve quality |
| Jul 2002 – Jan 2005 | Team Leader/Unit Manager, Msource India Pvt. Ltd |
| Company Description: | Msource India Pvt. Ltd. is a leading BPO organization. It is based out Pune and Bangalore in India, with diverse services spanning multiple clients. |
| Job Role: | Managing a team 15-20 CSEs and Senior CSEs |
| Major Challenges: | <ul style="list-style-type: none">• Meeting extremely demanding Quality, AHT, Sales and Staffing Targets• Leading a team of young men and women, unfamiliar with the Credit card industry |
| Additional Responsibilities: | <ul style="list-style-type: none">• Coaching and counseling of team• Training of new team members• Coordination with support functions such as Training, Admin and HR• Key member of the Sales Focus Group |
| Results: | <ul style="list-style-type: none">• Consistently met and exceeded own as well as team's KRAs• Unit met Cross Sell targets to within SLAs for the first time as a result of the Sales focus group's efforts• Promoted to Unit Manager after intensive assessment center and appraisal |

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| Jun 2001 – Jul 2002 | Process Developer/Team Leader, GE Capital International Services |
| Company Description: | GE Capital International Services is a Gurgaon based subsidiary of GE Capital. The company is engaged in Collections, Transaction Processing and Customer Service for various international Clients. |
| Job Role: | <ul style="list-style-type: none"> Managing a team of 15 associates |
| Major Challenges: | <ul style="list-style-type: none"> Meeting extremely demanding Quality, AHT, Sales and Staffing Targets Managing a large team. Working with western bankers and consultants |
| Additional Responsibilities: | <ul style="list-style-type: none"> Coaching and counseling of team Training of new team members Coordination with support functions such as Training, Admin and HR |
| Results: | <ul style="list-style-type: none"> Received excellent client feedback consistently Worked with Systems team to improve CRM package and put in place back-up procedures Received commendation letter from VP for Performance and Initiative |
| Feb 2000 - Jun 2001 | Training Officer, GE Capital International Services |
| Job Role: | Training New Hires on all aspects of Customer Service for a UK based Client. Each training batch had an average of 15 New hires. |
| Major Challenges: | <ul style="list-style-type: none"> Familiarizing fresh graduates with concepts of Credit Meeting aggressive Turn-Around-Times. Adapting UK modules to suit the Indian environment. |
| Additional Responsibilities: | <ul style="list-style-type: none"> Developing and updating training modules Refresher training for experienced Associates Running Training Needs Analyses Tracking progress and collating Customer Feedback Interacting with Ops and providing Floor Support Project work Coordinating all aspects of training |
| Results: | <ul style="list-style-type: none"> Successfully trained twelve batches. Exceeded expectation in terms of Turn-Around-Times and quality of learning. Received Excellent Ops and Trainee feedback. |
| Additional contributions: | <ul style="list-style-type: none"> Developed Web Based Training and Testing Systems. The project resulted in better trainee comprehension and lowered trainer Work Load. Improved the structure of training performance criteria to align them better with Ops Performance Criteria. This Project would have improved team Dynamics on the shop floor. |
| May 1998- Feb 2000 | Collections specialist, GE Capital International Services. |
| Job Role: | Collecting overdue payments from delinquent Credit Cardholders for a US based client. |
| Major Challenges: | <ul style="list-style-type: none"> Strong target numbers Rapport building with aggressive customers. |
| Results: | <ul style="list-style-type: none"> Consistently met expectations in terms of numbers and call quality. Star of the month for Portfolio in Dec 1999. |
| Additional Contributions: | <ul style="list-style-type: none"> Developed GUI Mask for the Collections Mainframe. The project resulted in significant saving of time and effort. Ran feasibility analysis for Spanish Call Center in Gurgaon. The project has been archived for use at a later date. |

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| | Education |
| 1998 | BSc Physics, Madras Christian College, Madras University, Chennai |
| 1995 | CBSE XII Standard, Kendriya Vidyalaya No.1, Tambaram, Chennai. |
